City of Houston
Department of Public Works and Engineering

WATER QUALITY REPORT
2001

The City of Houston's drinking water meets or exceeds all Texas Natural Resource Conservation Commission (TNRCC) and Environmental Protection Agency (EPA) requirements.

Safe Drinking Water Act Amendments

The following information has always been available to City of Houston customers. Since October 1999, all community water systems have been required to distribute to their customers an annual report on the quality of their drinking water.

Sources of Drinking Water

The sources of tap water and bottled water include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water include: microbial, such as viruses and bacteria, inorganic, such as salts and metals, pesticides and herbicides, organic chemicals, including synthetic and volatile organic chemicals, and radioactive constituents.

City of Houston Water Sources

The City currently draws 65% of its treated drinking water from its four surface water treatment plants. These plants produced an average of 259 million gallons per day (MGD) in 2001. Surface water comes from the San Jacinto River, through Lakes Conroe and Houston, and the Trinity River through Lake Livingston. The remaining 35% comes from 199 permitted wells at 97 separate groundwater plants. These are very deep wells, producing water from the Evangeline and Chicot Aquifers, and are not vulnerable to any surface contamination.

Presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's **Safe Drinking Water Hotline 800/426-4791**.

TERMINOLOGY

Maximum Contaminant Level (MCL): The highest level of a contaminant allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available technology.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

MEASUREMENT DEFINITIONS

pCi/l picocuries per liter(a measure of radioactivity)
ND not detected
NTU nephelometric turbidity units
ppm parts per million
ppb parts per billion
eps entry points sampled 1999-2001

2001* CONTAMINANTS DETECTED IN YOUR DRINKING WATER; NONE WERE ABOVE THE MCL

1. Main System 1010013

(Most City of Houston customers receive their drinking water from the Main System.)

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	SURFACE WATER	GROUNDWATER	SOURCES OF CONTAMINANTS
Alpha emitters (pCi/l)	0	15	ND	3.8 (1998) 1 site	Erosion of natural deposits
Arsenic (ppb)	N/A	50	ND	4.0 average <2.1 - 9.9 range 59 eps	Erosion of natural deposits
Atrazine (ppb)	3	3	0.19 average 0.11 - 0.33 range	ND (1999-2001)	Runoff from herbicide used on row crops; commonly found in surface water at low levels
Barium (ppm)	2	2	0.041 average 0.031 - 0.046 range	0.241 average 0.061 - 0.365 range 59 eps	Erosion of natural deposits
Chromium (ppb)	100	100	ND	< 10 average ND - 10 range 59 eps	Erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.146 at customer tap - none exceeded AL** (1999)	0.146 at customer tap - none exceeded AL** (1999)	Erosion of natural deposits; corrosion of household plumbing
Ethylbenzene (ppb)	700	700	ND	<0.5 average <0.5 - 5.9 range. 81 eps	Petroleum products
Fluoride (ppm)	4	4	0.23 average <0.1 - 0.7 range	0.29 average 0.2 - 0.6 range 58 eps	Water additive which promotes strong teeth
Lead (ppb)	0	90% below AL=15	5.2 at customer tap - one exceeded AL** (1999)	5.2 at customer tap - one exceeded AL** (1999)	Erosion of natural deposits; corrosion of household plumbing
Nitrate (ppm)	10	10	0.77 average 0.69 - 0.84 range	0.14 average <0.01 - 0.49 range 58eps	Runoff from fertilizer use; erosion of natural deposits
Nitrite (ppm)	1	1	ND	<0.01 average <0.01 range 58 eps	Runoff from fertilizer use, erosion of natural deposits
Selenium (ppb)	50	50	ND	2.5 average <2..5 - 7.9 range 58 eps	Erosion of natural deposits
Total Radium (pCi/l)	0	5	ND	0.7 (1998) (1 site)	Erosion of natural deposits
Total Trihalomethanes (TTHMs) (ppb)	N/A	100 distribution system	58 average 12.5 - 153 range distribution system***	5.6 average <0.5 - 57.8 range 81 eps	By-product of drinking water disinfection
Xylenes (ppm)	10	10	ND	<0.001 average <0.001 - 0.028 range. 81 eps	Petroleum products
Toluene (ppm)	1	1	ND	<0.0005 average <0.0005 - 0.0061 range 81 eps	Petroleum products

* *2001 data unless otherwise specified*
** *Includes groundwater and surface water sites*
*** *High value due to use of free chlorine at surface water plant for 3 week period in June as prevention for nitrification in distribution system.*

MICROBIOLOGICAL AND PHYSICAL QUALITY

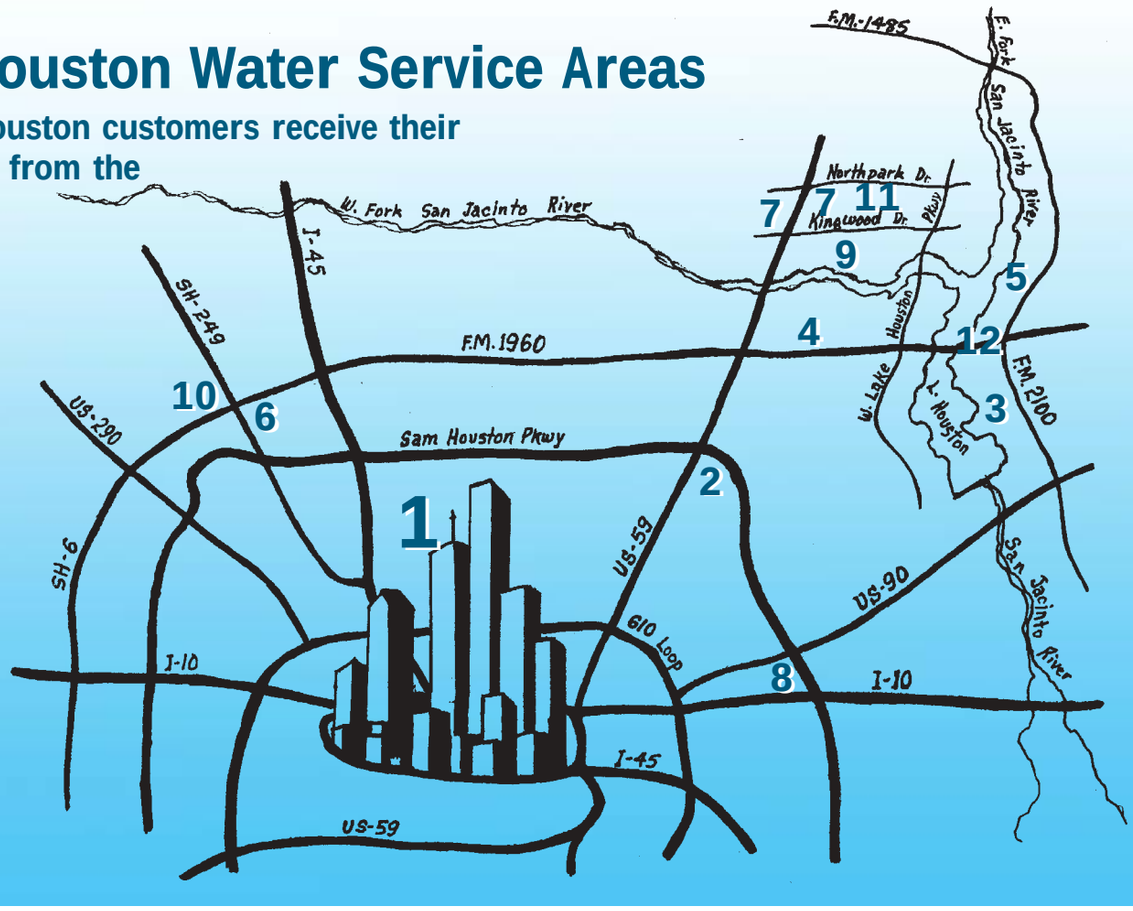
CONTAMINANTS (units)	MCLG	MCL (max. level allowed)	MAIN SYSTEM	HUNTERWOOD	KINGWOOD	SOURCES OF CONTAMINANTS
Total Coliforms	0	Less than 5%of all monthly samples tested positive	0.88% average 0 - 2.3 range	0.3 % average 0 - 3.6 range	0.4 % average 0 - 3.1 % range	Naturally present in the environment
E. Coli	0	0	ND	ND	ND	Human and animal fecal waste
Viruses, Giardia, Legionella	0	TT	ND	ND	ND	Naturally present in the environment
Turbidity (clarty) t(NTU) Main System - Surface Water	No MCLG	95% less than or equal to 0.5	0.07 average <0.01 - 0.50 range	ND	ND	Soil runoff

En Español

Este informe contiene información muy importante sobre de su aqua que bebe. Tradúzcalo, ó hable con alguien que lo entiende. Para mas información por favor llame Linea de Ayuda de Houston marcando 311.

City of Houston Water Service Areas

Most City of Houston customers receive their drinking water from the Main System.



These Tables Show What Contaminants Were Detected In Your Drinking Water In 2001.* None Were Above the MCL.

UNREGULATED CONTAMINANTS

CONTAMINANT (units)	** Main System 1999-2001	Forest Cove (2001)	Belleau Woods (2001)	District 82 (2001)	Willowchase (2001)	Utility Dist. 5 (Kingwood) (2000)	Montgomery County MUD 48 & 58 (2001)	District 73 (2000)	Harris County MUD 159 (2001)
Chloroform (ppb)	2.7 average <0.5 - 34 range	2.3 average 1.5 - 3.1 range	4.6	2.8 average 2.6 - 2.9 range	0.8	<0.5 average <0.5 - 0.5 range	5.0 average 4.8 - 5.2 range	27 average <0.5 - 53 range	0.7
Bromodichloromethane (ppb)	1.9 average <0.5 - 23 range	2.6 average 1.8 - 3.3 range	8.1	3.4 average 3.0 - 3.8 range		<0.5 average <0.5 - 1.4 range	13 average 12 - 13 range	10 average <0.5 - 20 range	
Dibromochloromethane (ppb)	1.5 average <0.5 - 20 range	2.7 average 1.6 - 3.7 range	11	3.1 average 2.7 - 3.5 range		<0.5 average <0.5 - 1.9 range	30 average 27 - 33 range	3.6 average <0.5 - 7.1 range	
Bromoform (ppb)	0.6 average <0.5 - 5.6 range	1.3 average 0.6 - 1.9 range	7.1	1.1 average 0.9 - 1.2 range		<0.5 average <0.5 - 1.0 range	32 average 29 - 34 range	0.7 average <0.5 - 1.4 range	
Dibromomethane (ppb)	ND	ND	ND	ND	ND	ND	<1 average <1 - 1.6 range	ND	
Acetone (ppb)	<10 average <10 - 14 range 2 of 81 eps GW	ND	ND	ND	11	ND	<10 average <10 - 18 range	<10 average <10 - 10 range	16
4-methyl-2-pentanone (MIBK) (ppb)	<2 average <2 - 9.7 range 2 of 81 eps GW	ND	ND	ND	ND	ND	ND	7 average <2 - 14 range	
Chloroethane (ppb)	<2 average 2 - 9.7 range 8 of 81eps GW	ND	ND	ND	ND	ND	ND	ND	
Chloromethane(ppb)	<2 average 2 - 2.5 range 6 of 81eps GW	ND	ND	ND	ND	ND	<2.0average <2 - 2.2 range	ND	2.1
2-Butanone (MEK) (ppb)	<20 average <20 - 20 range 1 of 81 eps GW	ND	ND	ND	ND	ND	ND	ND	

GW = Groundwater only

INFORMATION COLLECTION RULE DISINFECTION BY-PRODUCTS

	Haloacetic Acids 2001 Average (ppb)	Haloacetonitriles 1998 Average (ppb)	Haloketones 1998 Average (ppb)	Chloropicrin 1998 Average (ppb)	Chloral Hydrate 1998 Average (ppb)	Total Organic Halides 1998 Average (ppb)
East Plant I & II (surface water)	30.5	6.5	3.6	0.9	1.7	185
East Plant III (surface water)	31.4	7.2	3.8	1.2	2.1	212
Southeast Plant (surface water)	32.3	1.7	3.8	0.8	2.8	234
Katy Addicks Plant (groundwater)	7.2	0.8	ND	ND	ND	ND

2. Harris County WCID 76

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Alpha emitters (pCi/l)	0	15	11.9 (2000)	Erosion of natural deposits
Barium (ppm)	2	2	0.305 (2000)	Erosion of natural deposits
Gross beta (pCi/l)	0	50***	7.3 (2000)	Decay of natural and man-made deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.382 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Fluoride (ppm)	4	4	0.3 (1997)	Erosion of natural deposits;
Lead (ppb)	0	90% below AL=15	5.5 at customer tap - one tap exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Total Radium (pCi/l)	0	5	1.6 (2000)	By-product of drinking water disinfection.

3. Spanish Cove

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Arsenic (ppb)	N/A	50	3.2 (1998)	Erosion of natural deposits
Barium (ppm)	2	2	0.356 (1998)	Discharge of drilling wastes; erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.18 at customer tap - none exceeded AL	Erosion of natural deposits; corrosion of household plumbing
Fluoride (ppm)	4	4	0.12 (1998)	Erosion of natural deposits;
Lead (ppb)	0	90% below AL=15	1.2 at customer tap - none exceeded AL	Erosion of natural deposits; corrosion of household plumbing

4. Belleau Woods

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Barium (ppm)	2	2	0.292	Discharge of drilling wastes; erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.081 at customer tap - none exceeded AL	Erosion of natural deposits; corrosion of household plumbing
Ethlylbenzene (ppb)	700	700	0.6	Refined petroleum products
Lead (ppb)	0	90% below AL=15	2.1 at customer tap - none exceeded AL (1998)	Erosion of natural deposits; corrosion of household plumbing
Total Trihalomethanes (TTHMs) (ppb)	0	100	30.8	By product of drinking water disinfection.
Toluene (ppm)	1	1	0.0006	Refined petroleum products
Xylenes (ppm)	10	10	0.0038	Refined petroleum products

**** Calendar Year 2001 data unless otherwise specified***
***** Latest year for which data was collected***
****** EPA considers 50 pCi/l to be the level of concern for beta particles.***

These Tables Show What Contaminants Were Detected In Your Drinking Water In 2001.* None Were Above the MCL.

5. District 82

Calvin Village, Hidden Echo, Magnolia Point, Paradise Oaks, and Plantation Hill Subdivisions

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Alpha emitters (pCi/l)	0	15	2.9 average 2.5 - 3.2 range	Erosion of natural deposits
Barium (ppm)	2	2	0.160	Discharge of drilliong wastes; erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.043 at customer tap - none exceeded AL (2000)	Erosion of natural deposits; corrosion of household plumbing
Lead (ppb)	0	90% below AL=15	1.4 at customer tap - none exceeded AL (2000)	Erosion of natural deposits; corrosion of household plumbing
Nitrate (ppm)	10	10	0.15	Runoff from fertilizer use, leaching from septic tanks, sewage, erosion of natural deposits
Total Trihalomethanes (TTHMs) (ppb)	N/A	100	10.3 average 9.2 - 11.4 range	By-product of drinking water disinfection
Total Xylenes (ppm)	10	10	0.00075 average 0.0007- 0.0008 range	Refined petroleum products

6. Harris County MUD 159

Willowbrook Mall, The Commons at Willowbrook

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Alpha emitters (pCi/l)	0	15	7.4 (2000)	Erosion of natural deposits
Barium (ppm)	2	2	0.261	Erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.257 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Lead (ppb)	0	90% below AL=15	3.8 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Nitrate (ppm)	10	10	0.22	Runoff from fertilizer use; erosion of natural deposits
Selenium (ppb)	50	50	4.1	Erosion of natural deposits
Total Radium (pCi/l)	0	5	0.5 (2000)	Erosion of natural deposits
Total Trihalomethanes (TTHMs) (ppb)	N/A	100	0.7	By-product of srinking water disinfection

7. Montgomery County Muds 48 & 58

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Arsenic (ppb)	N/A	50	2.1 (2000)	Erosion of natural deposits
Barium (ppm)	2	2	0.171 (2000)	Erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.546 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Fluoride (ppm)	4	4	0.5 (2000)	Erosion of natural deposits
Lead (ppb)	0	90% below AL=15	1.6 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Total Trihalomethanes (TTHMs) (ppb)	0	100	79 average 73.2 - 84.8 range	By-product of drinking water disinfection
Total Xylenes (ppm)	10	10	0.0011	Refined petroleum products

8. Hunterwood

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Arsenic (ppb)	N/A	50	6.4 (2000)	Erosion of natural deposits
Barium (ppm)	2	2	0.292 (2000)	Erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.150 at customer tap - none exceeded AL (2000)	Erosion of natural deposits; corrosion of household plumbing
Fluoride (ppm)	4	4	0.5 (2000)	Erosion of natural deposits;
Lead (ppb)	0	90% below AL=15	4.0 at customer tap - one tap exceeded AL (2000)	Erosion of natural deposits; corrosion of household plumbing

9. Forest Cove

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Alpha emitters (pCi/l)	0	15	3.0 (1999)	Erosion of natural deposits
Barium (ppm)	2	2	0.258 (1999)	Erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.327 at customer tap - none exceeded AL	Erosion of natural deposits; corrosion of household plumbing
Flouride (ppm)	4	4	<0.1 (1999)	Erosion of nastural deposits
Lead (ppb)	0	90% below AL=15	5.0 at customer tap - none exceeded AL	Erosion of natural deposits; corrosion of household plumbing
Nitrate (ppm)	10	10	0.04 (1999)	Runoff from fertilizer use; erosion of natural products
Nitrite (ppm)	1	1	0.01 (1999)	Runoff from fertilizer use; erosion of natural products
Total Trihalomethanes TTHMs) (ppb)	0	100	8.8 average 5.5 - 12.0 range	By-product of drinking water disinfection

10. Willowchase

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Alpha emitters (pCi/l)	0	15	7.6 (2000)	Erosion of natural deposits
Arsenic (ppb)	N/A	50	2.0 (2000)	Erosion of natural deposits
Barium (ppm)	2	2	0.241 (2000)	Erosion of natural deposits
Copper (ppm)	1.3	90% below AL=1.3	0.094 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Fluoride (ppm)	4	4	0.1 (2000)	Erosion of natural deposits
Gross beta (pCi/l)	0	50***	4.3 (2000)	Decay of natural and man made deposits
Lead (ppb)	0	90% below AL=15	11.2 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Nitrate (ppm)	10	10	0.18 (2000)	Runoff from fertilizer use; erosion of natural deposits
Selenium (ppb)	50	50	3.0 (2000)	Erosion of natural deposits
Total Radium (pCi/l)	0	5	0.4 (2000)	Erosion of natural deposits
Total Trihalomethanes (TTHM) (ppb)	N/A	100	0.8	By-product of drinking water disinfection

11. Utility District 5 (Kingwood)

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Alpha emitters (pCi/l)	0	15	4.2 (1999)	Erosion of natural deposits
Arsenic (ppb)	N/A	50	2.3 (1999)	Erosion of natural deposits
Barium (ppm)	2	2	0.297 (1999)	Erosion of natural deposits
Coliform Bacteria	0	5% positive each month	highest monthly % of positive samples = 3.1	Naturally present in the environment
Copper (ppm)	1.3	90 % below AL=1.3	0.359 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Fluoride (ppm)	4	4	0.7 (1999)	Water additive which promotes strong teeth
Lead (ppb)	0	90% below AL=15	1.1 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Nitrate (ppm)	10	10	0.02 (1999)	Runoff from fertilizer use; erosion of natural deposits
Total Radium (pCi/l)	0	5	1.0 (1999)	Erosion of natural deposits
Total Trihalomethanes (TTHMs) (ppb)	0	100	1.2 average <0.5 - 4.8 range	By-product of drinking water disinfection

12. District 73

Covecrest, Lakewood Heights, Lakeside Manor, Lakewood Village, Scotts Point, Shorewood, and Trott Subdivisions

CONTAMINANT (units)	MCLG	MCL (max. level allowed)	GROUNDWATER	SOURCES OF CONTAMINANTS
Alpha emitters (pCi/l)	0	15	6.5 (2000)	Erosion of natural deposits
Barium (ppm)	2	2	0.28 (2000)	Discharge of drilling wastes; erosion of natural deposits
Copper (ppm)	1.3	90 % below AL=1.3	0.119 at customer tap - none exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Ethylbenzene (ppb)	700	700	3.0 average < 0.5 - 6.0 range (2000)	Refined petroleum products
Fluoride (ppm)	4	4	0.2 (2000)	Erosion of natural deposits;
Gross beta (pCi/l)	0	50***	4.4	Decay of natural and man made deposits
Lead (ppb)	0	90% below AL=15	2.2 at customer tap - one tap exceeded AL (1999)	Erosion of natural deposits; corrosion of household plumbing
Nitrate (ppm)	10	10	0.03 (2000)	Runoff from fertilizer use; erosion of natural deposits
Selenium (ppb)	50	50	3.2 (2000)	Erosion of natural deposits
Toluene (ppm)	1	1	0.0013 average <0.0005 - 0.0025 (2000)	Refined petroleum products
Total Radium (pCi/l)	0	5	0.5 (2000)	Erosion of natural deposits
Total Trihalomethanes (TTHMs (ppb)	0	100	40.3 average <0.5 - 81.5 (2000)	By-product of drinking water disinfection
Xylenes (ppm)	10	10	< 0.001 - 0.04 (2000)	Refined petroleum products

**** Calendar Year 2001 data unless otherwise specified***
***** Latest year for which data was collected***
****** EPA considers 50 pCi/l to be the level of concern for beta particles.***

WATER QUALITY REPORT 2001

City of Houston
Department of Public Works and Engineering

Water Standards Governed by Federal Agencies

In order to ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

SPECIAL NOTICE FOR THE ELDERLY, INFANTS, CANCER PATIENTS, PEOPLE WITH HIV/AIDS OR OTHER IMMUNE PROBLEMS:

You may be more vulnerable to certain microbial contaminants in drinking water than the general population. In particular, infection by Cryptosporidium is of concern. Infants, some elderly or IMMUNO-COMPROMISED PERSONS such as those who have undergone CHEMOTHERAPY for CANCER; those who have undergone ORGAN TRANSPLANTS; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or healthcare provider. Additional guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from:

Safe Drinking Water Hotline 800/426-4791 or your local Health Department or District 713/794-9181.

Questions You Have Asked Us

What about arsenic levels?

While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems. Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system and may have an increased risk of getting cancer.

Has the City of Houston tested for radon?

EPA has proposed a new standard for Radon which is expected to become effective in 2005. The City of Houston expects to remain in full compliance with the proposed standard. Testing of our groundwater wells completed in 1995 showed an average activity of 700 pCi/l in the aquifer. Water received at the tap will have significantly lower levels due to the short lived nature of Radon. Radon is not normally present in surface water.

Is there Giardia or Cryptosporidium in our water supply?

Giardia or Cryptosporidium is not found in deep wells, such as the City's, which are protected from surface water contamination. Since 1993, we have been routinely monitoring our rivers and treated water leaving our filtration plants for these two organisms. To date, we have detected no confirmed occurrences of either of these in any of our drinking water.

What about lead in tap water?

EPA requires extensive testing for lead contamination of drinking water. The City of Houston's water supply has been below EPA's standard ever since testing began in 1991. The most common source of lead in tap water is leaching from household plumbing when water has not been run for several hours. Most of this lead can be eliminated simply by flushing the tap for 30 seconds prior to using the water.

What is the reason for a change in taste and odor of the water?

Most changes are caused as the result of seasonal algae blooms in the surface water sources.

Is nitrate level in water a concern for the citizens of Houston?

No. While nitrate in drinking water at levels above 10 parts per million (ppm) poses a health risk for infants of less than six months of age, the City of Houston water is consistently below 1 ppm.

Customer Service

is our **#1** priority. We take pride in the water which is provided to our customers and are continually improving. To accomplish this goal. . . we need your help. Any time you find your water's quality below your expectations, please contact us through "Houston Help Line" by dialing 311. We'll respond promptly and professionally.

If other people, such as tenants, receive water from you, it is important that you provide this notice to them by posting it in a prominent location or by hand or mail delivery.

Please feel free to copy this report. Visit our web site: www.ci.houston.tx.us/pwe/utilities/waterprod.htm